

TENNESSEE REGULATORY AUTHORITY

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2005 AUG 18 PM 2:50

460 James Robertson Parkway
Nashville, Tennessee 37243-0505
T.R.A. DOCKET ROOM

August 18, 2005

Chris Middlebrook, Chief Executive Officer
Helping Hands Home Assistance, Inc.
P. O. Box 3712
Knoxville, Tennessee 37927

**RE: Petition of Helping Hands Home Assistance, Inc. for Allocation of an N11 Number
TRA Docket No. 05-00141**

Dear Mr. Middleton:

The Petition filed in this docket on May 11, 2005, by Helping Hands Home Assistance, Inc., (Helping Hands') requests the allocation of 211 abbreviated dialing code numerous counties in East Tennessee, including the Knoxville Exchange area. Please be advised that on February 1, 2000, the Tennessee Regulatory Authority ("TRA") allocated the N11 dialing code "211" in the BellSouth Knoxville exchange to Knoxville Information and Referral, Inc. ("KIR") in TRA Docket No. 99-00743. According to recent correspondence from BellSouth, the 211 dialing code is currently being utilized in the Knoxville Exchange area by KIR. BellSouth states that KIR has not requested that 211 service be discontinued nor has BellSouth disconnected the number. As a result, 211 is presently not available for assignment in the Knoxville Exchange area of BellSouth.

Inasmuch as Helping Hands has included Knoxville in its request for a 211 allocation, please advise whether Helping Hands will amend its Petition to request 211 allocation for only those areas outside of BellSouth's Knoxville Exchange area. An amended petition may be filed in the above styled docket and should be directed to Chairman Ron Jones, with the requisite number of copies. In accordance with the TRA rules, submit either thirteen (13) written copies of the amended petition or four (4) written copies and an electronic version on disc. It is requested that an amended petition be filed no later than fourteen days from the date of this letter or **September 1, 2005**. If you do not intend to file an amended petition, please notify the TRA within ten days.

Chris Middlebrook, Chief Executive Officer
August 18, 2005
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Thank you for your attention to this matter. Should you have any questions concerning this letter or should you require any additional information, please do not hesitate to contact Patsy Fulton at 615-741-2904, ext. 193.

Very truly yours,

A handwritten signature in black ink that reads "J. Richard Collier". The signature is written in a cursive style with a large, stylized "J" and "C".

J. Richard Collier
General Counsel

cc: Docket File No. 05-00141
Patsy Fulton, Utilities Division